

## **Appendix 9**

### **Sample Annual Operating Plan And Annual Operating Plan Outline**

This appendix describes the minimum requirements of the applicant's/permit holder's Annual Operating Plan and application regarding the operating season, staffing, operations and maintenance services provided, and minimum standards to be met. The Forest Service will use applicant's provided information to rate the proposal against the "Proposed Operating Plan" evaluation criteria. The successful applicant's proposal will become a part of their Annual Operating Plan. The permit holder must meet the additional standards and requirements specified in this section for the recreation sites listed in the prospectus. Applicants are required to propose how they will meet or exceed the minimum standards described in this Appendix 9.

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# Annual Operating Plan

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## 1. Operating Season

The minimum season is: **two Fridays before Memorial Day through two Mondays after Labor Day**, as described in the prospectus in Chapter IV, Section C.1. – Operating Season.

Historically, the operating season has been the first Friday in May through Columbus Day (the second Monday in October), based on weather and occupancy/use. Because of its higher elevation location, Lockett Meadow Campground usually opens two Fridays before Memorial Day and closes two Mondays after Labor Day.

Unless granted permission by the Forest Service, the following recreation sites are to be open and operational during the minimum season:

- Lockett Meadow Campground
- Bonito Campground and Amphitheater
- O'Leary Group Campground
- Little Elden Spring Horse Campground
- Canyon Vista Campground
- Lakeview Campground
- Ashurst Lake Campground
- Forked Pine Campground
- Pinegrove Campground and Amphitheater
- Dairy Springs Campground and Amphitheater
- Dairy Springs Group Campground
- Double Springs Campground
- Lower Lake Mary Day-Use
- Upper Lake Mary Day-Use
- The Narrows (at Lake Mary) Day-Use

*Describe additional times of operation, both full and partial, that may be offered.*

## 2. Staffing

The permit holder will be responsible for furnishing all personnel, and for adequately training and supervising their activities while performing under the provisions of the permit.

State and Federal laws governing employment, wages, worker safety, etc. must be met. Applicable laws include, but are not limited to, laws governing equal opportunity, civil rights, fair labor standards, minimum wage, Davis-Bacon Wage Rates (for G/T fee off-set), workers' compensation, OSHA regulations, ADA, and immigration laws regarding employment of legal aliens.

### 2a. Supervision/Management:

A representative(s) who will serve as the liaison(s) between the Permit Holder and the Forest Service and have full authority to act on the terms of the special use permit must

be designated. There may be more than one designee, each of whom has the authority to act on one or more permit terms (i.e., one person may deal with operations issues, one may deal with maintenance issues, and another may deal with financial issues). The designee(s) names, or the appropriate job title(s), must be included in the proposal.

***State in the proposal the position title, area(s) of responsibility, and the location of their office.***

## **2b. Personnel**

***Provide an organization chart showing each position. Provide a narrative description of each position shown on the organization chart including the title of the position, duties, and indicating full or part time employment.***

## **2c. Employee Training**

***Describe training to be provided to each position listed on your organization chart.***

## **2d. Employee Conduct**

***Provide your company's employee conduct policy.***

## **2e. Uniforms and Vehicle Identification**

Employees must wear neat, clean, and professional attire that identifies them as concessionaire employee including a name tag with the concessionaire's identify. The official Forest Service uniform, Forest Service volunteer uniform, and/or components may not be used.

***Describe in detail attire for all employee positions.***

Vehicles must be clean, quiet, and well maintained with a professional quality sign containing the concessionaire's name displayed on each side of each vehicle used.

***Describe in detail vehicles used.***

## **2f. Permit Holder's Employee Housing**

The Forest Service does not provide separate housing for permit holder's employees. The recreation site host is allowed to occupy the host's site(s) at each of the individual recreation sites, if allocated.

The permit holder is responsible for all utilities associated with the managers' camp and each host site. Any area used as a managers' camp, campground host site, or employee housing area will be kept orderly and presentable at all times. The Forest Service will

inspect the managers' camps, campground host sites, or employee housing areas at any time and will give proper instruction as to the appearance and upkeep of the areas.

Area managers, campground hosts, and their immediate family may reside with them at the respective recreation area. The number of hosts at each recreation area will not exceed approximately one host per 25 camp units. Host sites will be signed to notify the public of their locations. Trailers, tents, and/or other essential equipment will be allowed in the campground hosts' designated camp unit. Personal items must be kept to a minimum.

***Describe the locations of employee (hosts, manager(s), maintenance personnel, etc.) housing and how housing sites will be kept cleaned and maintained.***

### **3. Customer Service**

The mission of the Forest Service is “Caring for the Land and Serving People”. Permit holders who operate on National Forest System lands on behalf of the Forest Service are expected to assist in achieving this mission. Customer service is central to the concession operation. The permit holder will need to develop and implement methods and mechanisms for responding to customers’ needs in a helpful and professional manner. The permit holder will provide timely and courteous responses to inquiries regarding developed recreation sites, and will provide information to visitors in regards to their stay on the Coconino National Forest.

A customer service comment card system must be provided. The customer service comment card contained in Appendix 7 may be proposed.

***Describe a customer service commitment, evaluation of customer service (both internal and external). Use the following outline to address: customer service training, conflict resolution, Title VI and non-discrimination policy, how customer complaints will be dealt with and how customer satisfaction will be assessed, fee notification, collections, and refund policies, and provide a comment card system.***

#### **3a. Customer Service Commitment**

#### **3b. Evaluation of Customer Service (internal and external)**

#### **3c. Customer Service Training**

#### **3d. Conflict Resolution**

#### **3e. Title VI and Non-discrimination**

#### **3d. Customer Complaints and Assessing Customer Satisfaction**

### **3e. Fee Notification, Collection and Refund Processes**

### **3f. Sample Comment Card**

## **4. Operations**

The Permit Holder will be responsible for all tasks associated with the daily operation and maintenance of the following recreation sites/locations:

- Lockett Meadow Campground
- Bonito Campground and Amphitheater
- O'Leary Group Campground
- Little Elden Spring Horse Campground
- Canyon Vista Campground
- Lakeview Campground
- Ashurst Lake Campground
- Forked Pine Campground
- Pinegrove Campground and Amphitheater
- Dairy Springs Campground and Amphitheater
- Dairy Springs Group Campground
- Double Springs Campground
- Lower Lake Mary Day-Use
- Upper Lake Mary Day-Use
- The Narrows (at Lake Mary) Day-Use

### **4a. Water Systems**

The permit holder is responsible for achieving compliance with all applicable Federal, State, and local drinking-water laws and regulations for the operation and maintenance of a public water system. This includes developing, operating, and maintaining the system, and collecting drinking water samples as required in accordance with Title 40, Code of Federal Regulations, Parts 141 and 143, and State primacy agency regulations and Forest Service Manual Section 7420.1. If current regulations change and it becomes necessary to perform more or different tests, the permit holder will be responsible for compliance.

Currently, water-testing requirements call for bacteriological water samples to be taken at least monthly during operation. A Nitrate test for each public water system is also required once per year; a Nitrite test is required once every three years (Appendix 20).

A water systems operations-and-maintenance log shall be kept for all water systems. This log shall include, at a minimum, the following information: dates and results of all testing, inspections, cleanings, repairs, adjustments to pressures, free chlorine residual readings and/or chlorination amounts.

Monitoring and follow-up actions – Conduct monitoring and perform follow up actions in accordance with Forest Service Manual Section 7421.21 through Section 7521.25.



Ensure that sample analyses are conducted at a State certified laboratory. Maintain monitoring records in accordance with Forest Service Manual 7421.3.

In the event of a “present”, “positive” or unsafe sample, the permit holder is required to complete all required notifications and retesting. The permit holder may have to shut down water distribution, and/or may have to supply water to visitors via another approved means, and/or may have to refund visitors for the lack of stated services.

***Describe a process to operate, inspect, test, and maintain the water systems addressing the standards described above.***

#### **4b. Permit Area Boundaries**

The permit area boundary for each recreation site is listed in Appendix 2. In the instances of water recreation sites, permit area boundaries may fluctuate based on water levels. In the instances of non-water recreation sites, permit area boundaries are utilized to help guide or delineate the extension of the permit holder’s responsibilities. The permit holder shall make a reasonable determination of the boundaries for the purposes of hazard tree identification and removal, camping areas, and maintenance and clean-up.

The permit area boundary for each recreation site may be adjusted at the sole discretion of the Forest Service through a permit amendment.

***The applicant should address how they will maintain and keep clean the permitted area boundaries of the recreation sites.***

#### **4c. Interference with Normal Use of Recreation Sites**

Operation, maintenance, and cleaning of grounds and facilities can interfere with the recreational use of the areas by the visiting public.

***Describe measures to limit inconvenience and disruption of use by the public.***

#### **4d. Reduced Services**

***Describe any services, or facilities, that might have reduced service at any point during the operating season, include how this the reduced service will be communicated to the customer and any signing that might be used.***

#### **4e. Standards for Site Facility Cleaning and Maintenance**

The permit holder shall be responsible for meeting the standards listed below when cleaning and maintaining facilities.

***Describe how the following ten items (4e1. – 4e12.) will be identified and accomplished.***

##### **4e1. All Facilities**

- Facilities are maintained free of graffiti.
- Facilities are clean and well maintained.
- Numbers of visitors and vehicles do not exceed site capacity.

- A site safety inspection is completed annually, and documented in a format acceptable to the Forest Service. Documented high risk conditions are corrected prior to use.
- Utility systems meet applicable state and local regulations.
- Facilities, when signed as accessible, meet guidelines in Universal Access to Outdoor Recreation: A Design Guide.
- Grass and over hanging brush must be kept trimmed around tables, bulletin boards, water hydrants, barriers, signs, buildings, parking areas, paths, living spaces, tent sites, and other facilities.

#### **4e2. Toilets**

- To keep humans from unhealthy exposures to human waste, the waste is removed immediately upon discovery or notification.
- All other types of sewage treatment systems must meet state and federal standards.
- Toilets are clean and free of objectionable odor.
- Restrooms are functional and in good repair.
- Walkways and trails shall be kept free of obstructions or excess vegetation.
- Access to toilet facilities will not be limited (i.e. facilities are not closed, or reduced) between Memorial Day and Labor Day (Peak Season of use).

#### **4e3. Tables**

- Excessive grass or vegetation shall be trimmed from around the table area.
- There should be adequate vegetation, gravel, or other approved material around tables to prevent mud and erosion.

#### **4e4. Fire Rings and Grills**

- Fire rings shall be free of litter, ashes, and unburned material before used by a new user.
- Ashes, charcoal, and unburned wood shall be removed from fire rings and grills when there is less than four (4) inches of free side clearance.
- There should be adequate gravel, or other approved material around fire rings to prevent mud and erosion.
- Eliminate any rock fire rings or modifications that were not installed or approved by the Forest Service. Remove ashes from unauthorized fire rings and pits. Scatter the rocks and spread soil over these areas, to make them less conspicuous.

#### **4e5. Grounds**

- Developed sites shall be free of litter and domestic animal waste.
- Effects from recreation use that conflict with environmental laws are analyzed and mitigated as needed.
- Loss of vegetation and erosion caused by recreation use is prevented and/or corrected in accordance with approved vegetation management plans.
- Nails, ropes, wire, etc. will be removed from trees whenever found.

- Grass and other ground vegetation shall be trimmed on a regular basis to maintain a comfortable and inviting environment.

#### **4e6. Roads and Trails**

- Roads within or adjacent to developed sites are treated and maintained to control dust.
- Ditches and culverts shall be cleaned and maintained to allow proper drainage.

#### **4e7. Barriers (parking, road, etc.)**

- Excess vegetation around barriers shall be trimmed to keep the barrier visible.

#### **4e8. Water Hydrants**

- Water hydrants meet state and federal standards.
- Maintain functional gravel sumps.
- Each hydrant must be posted with a sign that says "No washing dishes, bathing, washing hair or hands, or cleaning fish", or a similar message.

#### **4e9. Trash Receptacles**

- Garbage does not exceed the capacity of the garbage containers.
- Garbage locations are clean and free of objectionable odors.
- All trash shall be removed from National Forest lands and disposed of in accordance with all state and local laws and regulations.

#### **4e10. Additional Garbage/Trash Services**

The permit holder shall have a least one (1) trash can at each individual group site and at least one (1) individual trash dumpster at each group area. If the permit holder participates in a recycling program, there should be at least one (1) recyclable container at each individual group site.

#### **4e11. Lagoons and Maintenance Yard**

Pinegrove is unique on the District, as it has two sewage lagoons and a large permit holder maintenance yard. Currently, the sewage lagoons are used to catch the campground's gray water from the shower system and the raw sewage from the flush toilets. The lagoons are also used as a dump station from the raw sewage that is pumped from the restrooms at other permit held campgrounds and day-use sites. As part of the maintenance of the lagoons, solid waste shall be removed from the metal screen after each use; solid waste shall be hauled to an approved landfill. The maintenance yard has been used to repair concessionaire owned equipment, as well as a winter storage area for the concessionaire's RVs. The Forest Service is not liable for any equipment left beyond the operating seasons. The service roads to both the maintenance yard and sewage lagoons shall be maintained by the permit holder. The permit holder must operate the sewage lagoons as part of their seasonal operations, and is responsible for the upkeep and maintenance of the lagoons.

#### **4e12. Signs, Bulletin Boards, and Fee Stations**

Information boards look fresh, professional, uncluttered, and contain appropriate current/seasonal information. Multi-lingual information is provided as needed. Signs, bulletin boards, site markers, and fee stations are well maintained, neatly arranged, and meet Forest Service signage standards.

## **5. Safety**

The safety and health of all persons is of the utmost importance.

***Provide a safety and health plan to address both an annual all encompassing safety and health inspection and a continuing safety and health monitoring program, that addresses the following five areas of concern:***

### **5a. Safety Inspections**

An annual all encompassing safety and health inspection will be performed prior to the high use season. This inspection will document all safety and health problems discovered, note corrective action to be taken, and document completion of corrective actions or mitigating measures. Additionally, continuing attention to will be made to new situations presenting a safety or health concern during the operating season. These discoveries, corrective actions or mitigating measures taken will be documented in writing.

### **5b. High Risk Conditions**

High risk conditions may develop, such as but not limited to the following: weather, environmental, and facility conditions; domestic unrest; etc. It is the permit holder's responsibility to plan for and react responsibly.

### **5c. Removal of Hazardous Objects**

Safety hazards, such as but not limited to unsafe branches, tripping hazards, unstable walking surfaces, etc. shall be identified and corrected. Trees must be kept free of nails, rope, wire, unsafe branches, and other hazards that might endanger users or damage the trees. Rocks, logs, sticks, or other similar natural or man-made objects that create a safety hazard or an unsightly condition must be removed from the recreation site immediately to a location approved by the Forest Service.

The permit holder shall take all measures necessary to protect the health and safety of all persons affected by the concession activity. More specifically, the permit holder is solely responsible for identifying, correcting, and reporting all safety hazards to the authorized officer. The permit holder will conduct pre-season inspections of each of the developed recreation site to identify existing and potential hazards.

As safety hazards are identified, the permit holder shall take the following steps:

- Inform those who are in immediate danger.
- Take necessary actions to protect the public and employees, at least temporarily.
- Immediately report the hazard to the Forest Service, even if there is no immediate danger to the public.
- The permit holder will close sites and immediately notify the Forest Service of any hazards in the area that the permit holder is not able to remedy.
- If possible, remove the hazard and document the removal.

#### **5d. Identification and Removal of Hazardous Trees**

The pine, oak, and other conifer stands within the campgrounds are mature to over-mature. During the past few years, the trees have experienced heavy damage from wind, snow, dwarf mistletoe, and sudden limb drop. Big oaks that look healthy on the exterior may contain rotten cores and can drop a heavy limb without any warning.

The permit holder shall take all measures necessary to protect the health and safety of all persons affected by the concession activity. The permit holder is responsible for identifying, monitoring, and removing all hazard trees throughout the year, subject to Forest Service review, and reporting all safety hazards to the authorized officer. In addition, a hazard inspection will be conducted immediately after any major weather event (i.e., hurricanes, tornados, ice storms).

The permit holder will conduct pre-season inspections of each of the developed recreation site to identify existing and potential hazards, including hazard trees. After securing written approval from the authorized officer, the permit holder's financial responsibility for removing hazard trees and associated slash should not grossly exceed approximately one percent (1%) of the previous year's gross revenue. The Annual Operating Plan will address appropriate disposal of hazard trees and slash.

It is the responsibility of the permit holder to make sure that the person performing the hazard tree analysis is properly trained and/or licensed; a licensed professional tree service company may be used. The Forest Service will help identify when and where this training will be provided.

Forest Service approval is required prior to cutting or pruning of any trees.

The permit holder will not be responsible for hazard tree removal necessitated by atypical situations, such as a major blow down or a large insect infestation. However, responsibility will be determined on a case by case basis.

Trees must be kept free of nails, rope, wire, unsafe branches, and other hazards that might endanger users or damage the trees. Rocks, logs, sticks, or other similar natural or man-made objects that create a safety hazard or an unsightly condition must be removed from the recreation site immediately to a location approved by the Forest Service.

All stumps from hazard tree removal shall be flush cut to ground level in order to reduce tripping hazards.

If slash and bucked logs resulting from hazard tree removal are not used by campers within a reasonable length of time, the permit holder must dispose of it by an approved method.

#### **5e. Butane and Propane Installations**

For safety and regulatory reasons, the permit holder is not allowed to install or store bulk butane or propane. The Forest Service will approve locations for the storage and/or installation of butane and propane on a case-by-case basis. The storage and use of butane or propane tanks will usually be allowed for individual use at host sites, as needed. The Annual Operating Plan and Permit will describe the specific terms of how these materials must be stored (including the volume, type of storage, and spill containment plan) (Appendix 4, FS-2700-4h clause V.G).

#### **5f. Safety Training for Employees**

The permit holder is responsible to provide on-going safety training to ensure a safe work environment and inform and educate their employees about working safely and recognizing unsafe conditions.

### **6. Signs and Posters**

Signs or other advertising posted on National Forest system lands must be approved by the authorized officer as to location, design, size, color, and content. All signs must be of professional quality and maintained in a good condition (neat, clean, not faded or torn, etc.). Signs, posters, and signboards shall contain current information and shall be neat, clean, and free of old nails and staples. Handwritten signs or posters are not allowed. Posted information should be coordinated with the Forest Service. Commercial advertising is not allowed.

The permit holder will be required to have a sign posted at the entrance of all sites, stating that the site is run under a permit from the U.S. Forest Service and include the name of the holder.

***Describe proposed signing as it relates to both Permit Holder and Forest Service provided signs and posters.***

#### **6a. Entrance Signs**

A sign stating that the recreation area is under permit from the U.S. Forest Service and including the name of the permit holder must be posted on the entrance board of all sites. The sign must include contact information for both the permit holder and Forest Service.

#### **6b. Title VI Compliance**

The permit holder is required to post and maintain the *And Justice for All* poster and "Welcome To Your National Forests..." poster (Unicor P23-43) as furnished by the Forest Service.

#### **6c. Campground Sign Plan(s)**

*Provide a sign and poster plan for the campgrounds. Include what signs and posters are mandatory versus optional, and how signs and posters will be displayed throughout the campgrounds. If other than standard Forest Service signs and posters are to be used, include proposed sign and poster language, materials, and display locations.*

### **7. Permit Holder Advertising**

The permit holder shall accurately represent the services provided to the public within the permit area in all advertisements, signs, brochures, and any other materials. The public shall be made aware that "XYZ Company is a permitted concessionaire on the Coconino National Forest", or something to the above mentioned effect.

All forms of advertising must contain the following words: "X Company is an equal opportunity provider."

*Describe proposed media for advertising.*

### **8. Fire and Emergency Response Procedures**

#### **8a. Fire Prevention and Suppression Plan**

*Provide a fire prevention plan that addresses, at a minimum:*

- How the applicant will prevent wildfires and structural fires
- Reporting procedures and emergency response (evacuation plan), should a fire occur
- Training and experience of employees, relative to fire
- Fire prevention/suppression tools and equipment that will be on-site
- Prevention/suppression of actual campfire fires

**The allowing or disallowing of Forest-implemented Fire Restrictions is only authorized by a signed Order from the Forest Supervisor or designated Acting.**

#### **8b. Campground Emergency Response Plan**

##### **Emergency Response**

The permit holder shall be prepared, and should describe how they will be prepared, to respond to any emergencies (medical, law enforcement, facility breakdown, fire, flood, etc.) that might occur in and around the facilities covered under the permit. The permit

holder will prepare and submit for review by the Forest Service, any site warnings, non-standard signs, or other notifications to the public. Applicants will report personal and/or vehicular accidents within 24 hours to the Forest Service in writing.

***Provide a campground emergency response plan that addresses how permit holder's employees will respond in emergency situations that may arise in the campgrounds and surrounding areas (i.e. medical, evacuation for fire or law enforcement reasons, rescue situations, vehicle accidents, hazardous material spill/detection, etc).***

## **9. Road and Trail Maintenance**

The permit holder is responsible for maintaining vehicular and pedestrian access in a safe and passable condition and to Forest Service standards. This responsibility includes, but is not limited to, mowing road shoulders and around parking barriers for visibility; filling chuck holes with asphalt materials on paved surfaces; grading and/or controlling dust on unpaved surfaces; and erosion control through grading, ditching, or use of check dams, regardless of where needed. Grading of gravel surfaced roads may/must occur several times per year. Culverts must be kept free of debris.

***Describe a road maintenance schedule to accomplish these needs.***

### **9a. Upper Lake Mary Entrances**

Upper Lake Mary has three (3) entrances: a north (west), a middle, and a south (east). The permit holder shall keep entrances open to allow all vehicles to utilize the dedicated turning lanes into the recreation site, as needed, and to allow for safe vehicular travel along Lake Mary Road (Forest Highway 3). With County approval, all signage should direct day-users into the appropriate entrance(s), with the intent to utilize the dedicated turning lanes. The permit holder shall monitor the day-use parking lots to ensure compliance of the day-use fee(s).

***Describe how all three entrances to Upper Lake Mary will be kept open to allow for safe vehicular traffic into the day-use facility.***

## **10. Law Enforcement and Security**

Forest Service, state, and local law enforcement and the permit holder each have enforcement roles at concession recreation sites. Appendix 8 clarifies the law enforcement authorities and responsibilities at concession operated recreation sites (FSM ID 2342-1, Exhibit 1).

***Describe how law enforcement, security and rules of use will be imposed at the recreation sites.***



## **11. Communication Systems**

The holder is required to provide a means of communication (e.g., two way radios, cellular phones, etc.) between all employees, the Forest Service, the National Recreation Reservation System, and emergency response agencies. The use of radio frequencies and equipment owned by the Forest Service will not be authorized. Applicants should describe how they will ensure complete, timely, and accurate communication between all affected interests. Applicants should also describe who will be the holder's on site representative(s) and how that/those person(s) will communicate with the Forest Service.

*Describe how communications will be complete, timely, and accurate between all affected interests.*

## **12. Site Protection, Vandalism, Disease, Herbicides and Pesticides, Pest Control, and Wildlife**

### **12a. Site Protection, Erosion Control, Wind Damage, and Fire Prevention**

The permit holder has an affirmative duty to protect from damage the land, property, and other interests of the United States. Examples include, but are not limited to: fire suppression, erosion and wind damage to the environment and to Government-owned improvements covered by this permit, damage or contamination of the environment, and/or damage of roads and trails (Appendix 4, FS-2700-4h clauses II.G, III.E, F, G, and V).

*Describe how physical site protection, erosion control, wind damage, and fire prevention will be mitigated, completed, and communicated to the public.*

### **12b. Vandalism**

The holder shall take reasonable measures to prevent and discourage vandalism and disorderly conduct. Contact the appropriate law enforcement office when necessary.

*Describe how vandalism mitigated and discouraged and how site rehabilitation will be mitigated and communicated to the public.*

### **12c. Disease**

Applicants should describe how they will manage diseases in the permit area. Northern Arizona has been identified as an area for potential Hantavirus, plague, and West Nile virus occurrences.

*Describe how area-specific diseases and natural concerns will be mitigated, potential public exposure reduced, and how efforts will be communicated to the public.*

### **12d. Herbicides, Pesticides, and Noxious Weeds**

Herbicides and pesticides may not be used to control undesirable vegetation, aquatic plants, insects, rodents, trash fish, and other pests and weeds, without prior written

approval from the Forest Service. A request for approval of planned uses of pesticides shall be submitted annually by the permit holder along with the annual operating plan. Only those materials registered by the U.S. Environmental Protection Agency for the specific purpose planned shall be considered for use on National Forest System lands.

The permit holder has the duty to prevent the infestation and/or spread of known noxious weeds in the permit area. This duty includes exhibiting the ability to identify common noxious weeds in the area; performing timely treatment by mechanical or approved chemical means; and performing timely and successful re-vegetation of disturbed areas where noxious-weed development can be expected.

***Describe how the use of herbicides and pesticides will be use, if at all, and describe how noxious weeds will be mitigated from spreading into and about the permit area(s).***

#### **12e. Pest Control**

Applicants should describe how they will control pests in the permit area. All pest control will be coordinated with the Forest Service.

***Describe the intentions to utilize specific products or services to control perst in the permit area(s).***

### **13. Resource Concerns**

The Forest Service is one of the Nation's leading natural resource agencies. At times, resource concerns do arise given the seasonal or event that occurs.

***Describe, or provide a plan as needed, a mitigation/discussion strategy to address the following five areas of concern, and how these concerns will be communicated to the visiting public:***

#### **13a. Resource Concerns**

Resource concerns and specific mitigation measures (if necessary) will be discussed and the permit holder's input will be reviewed as part of the environmental analysis.

Resources potentially affected by these recreation sites and facilities could be wildlife, endangered species, archaeological resources or riparian areas.

#### **13b. Wildlife**

Campgrounds attract wildlife through the presence of food, trash, and other strong odors, such as personal toiletry items, that are typically kept at individual camp sites. In order to prevent wildlife encounter problems, campers must keep these items secured (enclosed) within hard sided vehicles or hard sided camping units when they are not physically present at their campsite and during night time sleeping hours. Campground hosts shall inform campers of this need and that, for example, trash bags hanging in trees, coolers or grills left out, or combustible odorous trash items left in a fire ring will attract wildlife.

### **13c. Predator and Nuisance Wildlife**

Northern Arizona has an abundance of wildlife. Applicants should describe how they will manage for medium to large size predators (coyote, mountain lion, bear) and small nuisance animals that may cause health concerns (rabid squirrels or foxes, recurring raccoons or skunks). The Arizona Game and Fish Department (Region II, Flagstaff; 3500 S. Lake Mary Road, Flagstaff, AZ 86001; 928-774-5045) must be notified when predatory/dangerous animals are observed, or have had interactions with the public, in or near developed recreation areas/facilities.

### **13d. Archeological Resources**

In general, any significant ground disturbing activity will need to be reviewed and approved by the Forest Heritage Program Leader, as well as the State Historic Preservation Office prior to initiating activity. All ground disturbing activities must be coordinated with the authorized officer prior to beginning work.

### **13e. Prescribed or Managed Wildfires**

At times, depending on the season and weather, wildland fire managers will conduct prescribe burns or allow a natural fire to burn to reduce overgrown or hazardous fuels across the landscape. Throughout a season, campground host will receive hundreds of inquiries about the nature of the fires and smoke they may see.

## **14. Boating Safety**

All use of water craft shall comply with present and future laws, regulations, and other legal requirements.

*Describe how boating safety will be accomplished.*

## **15. Other Required Services**

### **15a. Interpretive Services**

This prospectus/bid package requires that the permit holder provide interpretive services to campground visitors and sometimes members of the general public. Interpretive services are currently being provided through a cooperative work agreement with the US Forest Service and National Park Service Interpretive Partnership. Interpretive services are currently offered at three of the campgrounds, usually on weekends.

Interpretive services enhance a visitor's recreation experiences and appreciation of natural and cultural resources. Interpreters educate, entertain, exhibit, inform, and communicate with people by provoking thought. Acceptable interpretive services subject include local history, archaeology, natural and cultural resources, wildlife, astrology, etc. Interpretive services can attract visitors to campgrounds and encourage repeat visits.

The permit holder may not charge for interpretive services; however, the permit holders may charge for interpretive program materials (pamphlets, brochures, etc.) provided directly to visitors. The permit holder may subcontract the provision of interpretive services with other organizations such as museums or historic societies. The most recent concessionaire has utilized the interpretive skills and services of the U.S. Forest/National Park Service Interpretive Partnership.

The FS retains the right to present programs at any campground or other recreation site on the National Forest, subject to coordination with the permit holder to avoid conflict with other scheduled activities.

Applicants should provide detailed information regarding how they will provide interpretive services to campers and members of the general public, the location of proposed programs, and the frequency of proposed programs.

***Describe a proposed interpretive services plan to include frequency, content, etc., as discussed in Section O. (Other Pertinent Information: Interpretive Programs) of the Prospectus.***

#### **15b. Use of Fee Sites by Non-Paying Guests**

Incidental individual recreational use of restrooms, trash cans, potable water facilities, and/or ramadas in fee sites by non-paying visitors, such as hikers, bikers, sight seers, and the casual passerby will be allowed at no charge. Walk-through users, drive-through users, and day-hikers shall not be charged to reasonably fill their carryable water containers, use the restrooms, dispose of their micro trash, or rest shortly under a ramada. The applicant should consider and address this in their bid process/application.

#### **15c. Range Allotments and Grazing Permits**

National Forest lands adjacent to or near some of the recreation sites listed in this prospectus are permitted for livestock grazing. Fenced grazing pastures usually keep livestock from wandering into developed recreation sites; however, occasionally livestock may wander into a developed recreation site. The permit holder is responsible for the maintenance of all livestock enclosures fences, cattle guards, and infrastructure surrounding recreation sites, as Arizona is a “no-fence” (open range) state. The permit holder is expected to work cooperatively with the grazing permittee to manage broken fences and unwanted livestock in recreation sites. Grazing permittees’ contact information will be made available upon request.

***Describe how range allotments and grazing fence will be maintained, what efforts will be utilized to keep domestic livestock out of developed recreation sites, and what efforts and how the permit holder will work with the grazing permittee.***

#### **15d. Forest Service Trails and Trailheads**

The Flagstaff Ranger District has many trails or trailheads that start from, lead through, or end at many of the developed recreation sites listed in this prospectus. Because of the nexus of the trails/trailheads to the developed recreation sites, the permit holder shall

maintain the area around the trail and trailheads. Maintenance may include, but not limited to:

- Clearing the area of trash or debris, overgrown grass, weeds, or overhanging limbs.
- Monitoring trailheads and notifying the Forest Service if signage needs to be replaced or updated.
- Monitoring trailheads and notifying the Forest Service if there is vandalism, in, near, or about the trails/trailheads.

***Describe how, when, and by who the Forest Service trailheads in/near/about the developed recreation site will be maintained.***

## **16. Other Optional Services**

### **16a. Concessionaire Administered Pass**

This prospectus/bid package does not require that an annual pass be sold and administered by the permit holder. One annual pass is currently being offered for use at Upper and Lower Lake Mary and the Narrows Day-use Sites.

Applicants should provide detailed information regarding how, or if, they will provide the use of an annual pass at some or all of the day-use sites; the applicant should provide detailed information in regards to the permit holder's responsibility for administering, maintaining, and financial accountability for the pass. Fees charged for the pass may be retained by the permit holder.

### **16b. Recycling and Other Green Initiatives**

Recycling of all materials is encouraged.

***Describe a recycling program to include types of materials, receptacles, handling, removal, etc.***

Other Green Initiatives, (i.e. Green Purchasing, Fuel Economy, Water Conservation, Energy Conservation) are encouraged.

***Describe any green initiatives being offered; please include methods, signing, educational materials, and any other green program information.***

### **16c. Additional Revenue-producing Sales, Services, and/or Fees**

***Describe and list all additional revenue-producing sales services or fees you propose to provide, be sure to include the location of the sales (i.e. all campgrounds, or just one or two campgrounds).***

The following is a list of approved sales:

- ❖ sale of firewood
- ❖ sale of camping supplies
- ❖ sale of fishing supplies
- ❖ sale of state fishing licenses
- ❖ sale of state hunting licenses
- ❖ sale of miscellaneous food items (ice, soda, bottle water, etc.)
- ❖ sale of photographic supplies
- ❖ sale of informational and interpretive materials (i.e., books)
- ❖ sale of miscellaneous clothing sales
- ❖ sale of miscellaneous souvenirs
- ❖ fee for concession provided public fax services
- ❖ fee for concession provided public phone services
- ❖ rental of fishing equipment
- ❖ rental of bikes
- ❖ rental of canoe/boats
- ❖ providing local fishing clinics (not O/G services)
- ❖ vending machines